

Homeless System Design 2015

1. Describe the coordinated entry system being utilized in your region e.g. single point of contact (single location and/or single provider); hotline; decentralized (multiple coordinated locations throughout the region); or other. Include in your description the method of client contact (e.g. in person, 211 etc.) and the hours of the day that individuals may access the system.

Given the significant differences in geography, demography, and services provided throughout Region 5, intake is coordinated at multiple locations throughout the region. Refer to the Region 5 Uniform Diversion Policy included as an appendix below for more detail.

To ensure the broadest access to housing assistance services, Region 5 offers a variety of methods for clients to gain information and request services, adhering to the No Wrong Door policy. Individuals and families can enter the system through phone contact with a variety of providers (including housing providers, eviction/foreclosure service providers, and substance abuse treatment or mental health providers), through local hotlines, or through a 2-1-1 call. Service can also be initiated through in-person contact with these providers, with an outreach worker, or as part of a jail/prison discharge process.

Ashtabula County

Each agency has its own business hours, typically 8:30 – 5:00 Monday through Friday, however 2-1-1 is utilized in Ashtabula County. All calls that are received after Community Action's business hours are answered through Help Hotline.

Geauga County

While WomenSafe utilizes two locations for support services (one in Geauga County and one in Lake County), the agency has Advocates (Resident Care Workers) available for 24-hour support at the emergency shelter located in Geauga County. While these Advocates are on duty, they arrange client intake and encourage the survivor as they begin their adjustment in living in the emergency shelter. Licensed professionals act as clinical back-up throughout the evenings, weekends, and holidays in case a survivor is in immediate need of clinical services. WomenSafe is in the midst of implementing a policy for client walk-ins at Beacon Health (the Lake County service location) to ensure the survivor's needs are continually met. COPEline, an emergency crisis management hotline, operates as the 24-hour point of entry into the program for survivors in crisis. Individuals not in crisis can contact 2-1-1, which also operates 24-hours per day.

Lake County

Lake County's 2-1-1 system handles all requests for emergency shelter and links residents in need to appropriate diversion resources whenever possible. Callers can access 2-1-1 day or night since it is a 24/7 operation.

Portage County

Portage County has a decentralized, no wrong door approach. A high level of service coordination exists in the county. A person can access service to Family and Community Services homeless programs by phone through Miller Community House 24 hours a day, 7 days a week or by phone and in-person through Housing and Emergency Support Services, weekdays from 9 am -5pm. Individuals can walk in or call to schedule an appointment anytime Monday through Friday, 8 am to 5 pm at Coleman Professional Services. Forms can also be emailed at any time.

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Trumbull County

Individuals may access centralized intake 24 hours a day by calling 211. If assessment determines that emergency shelter is needed immediately, individuals are referred to Christy House, the emergency shelter or Someplace Safe, the domestic violence shelter. Individuals, using the “no wrong door” approach may contact any agency such as Mental Health, Transitional and Permanent Supportive Housing and HCRP providers during regular business hours where their housing needs will be assessed and immediate referral to the appropriate housing resource will be made. Forms can also be emailed at any time.

2. Describe how the Region is currently monitoring and evaluating its coordinated entry system. Please address the following items and how the Region is using the results to improve its process.
- a. Decreasing length of time homeless
 - b. Decreasing total homelessness
 - c. Reducing returns to homelessness
 - d. Number of individuals diverted from your system
 - e. Other items you may be evaluating, if applicable.

In May, 2011, the National Alliance to End Homelessness (NAEH) provided detailed information and guidance on the implementation of a centralized/coordinated intake system. NAEH introduced this best practice with the following explanation:

By centralizing intake and program admissions decisions, a coordinated entry process makes it more likely that families will be served by the right intervention more quickly. In a coordinated system, each system entry point (“front door”) uses the same assessment tool and makes decisions about which programs families are referred to based on a comprehensive understanding of each program’s specific requirements, target population, and available beds and services.¹

While it is not practical for BOSCO Region 5 to implement a single coordinated intake process that spans all 5 counties, we are adopting as many common practices as possible across the region. We recognize the value of a coordinated intake process and are working to implement an ever improved version in each of our counties. The following list documents what we have accomplished to date:

- Each county has implemented a diversion process (described more fully in the answer to question 7 below) that allows early intervention in a housing crisis to prevent unnecessary shelter stays and conserve shelter resources. This process taps into mainstream resources, for example, to procure Prevention, Retention & Contingency (PRC) funds for families in crisis and to link these households with other local resources such as food banks, employment programs, etc.
- All counties in the region are using the same Barrier Assessment questions to evaluate the level of assistance required for each homeless household and triages clients to the appropriate local program based on the assessment results and the program’s requirements. A copy of our Barrier Assessment questions is included in our answer to question 3 below.
- All counties have conducted education sessions to help local agencies effectively direct households in crisis to the agency functioning as the primary resource for the homeless.

¹ <http://www.endhomelessness.org/library/entry/one-way-in-the-advantages-of-introducing-system-wide-coordinated-entry-for->

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For example, in Lake County, Lifeline, Inc., the local Community Action Agency, has done much to educate both local social service agencies and the general public on the use of 2-1-1. It is 2-1-1 that manages the county's diversion process and makes all referrals to Project Hope for the Homeless, Lake County's only homeless shelter.

As these new processes were implemented specific data were monitored to help evaluate their impact on the local systems. In Region 5 we have found that while our work to develop a coordinated intake process in each county has helped to reduce confusion within the social services ranks and among potential clients, thus making the process of securing needed help less traumatic for all involved, it is really the availability of appropriate housing programs that is the real driver behind the length of time people are homeless. In reviewing our Region 5 Bed Utilization data from May 2014, we found:

- 50+% of the region's homeless housing programs were operating at 100+% utilization
- An additional 20% of these programs were operating at 80 – 99% utilization

Most of the counties in Region 5 report that the majority of the homeless households exiting emergency shelters experience significant barriers to housing stability and require intensive support services that can only be provided via transitional/supportive housing or permanent supportive housing programs. Having open beds in these types of programs is what will ultimately reduce both the number of homeless and the length of time people are homeless.

Thus far, understanding recidivism among the homeless population in our region has been difficult. In the past, even with nearly all homeless service/housing providers in the region using HMIS to track their homeless data, it has been all but impossible to get a global view. Locally we are relying on our emergency shelters to track and report the numbers of clients returning to homelessness. But even that is not an accurate representation. In Lake County, for example, nearly 30% of Project Hope's shelter guests were originally from surrounding counties, rather than Lake County.

With HMIS now providing its users with an expanded view of a client's history, we are now seeing indications of past shelter stays and past participation in other homeless programs has been more frequent than we expected. Once HMIS is able to provide system reports on recidivism, it will help everyone in our region understand not only the frequency but also any patterns of behavior among our homeless clients that may be contributing to the problem.

3. Describe the Region's diversion process in detail. Include a discussion of the characteristics and/or situations in which an individual or family would be diverted from the homeless system.
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Region 5 recognizes the importance of diverting individuals from unnecessary stays at shelters in order to ensure beds are available for those most in need. Operating under a Uniform Diversion Policy, Region 5 providers use coordinated screening (including uniform Barrier Assessment Questions) and diversion tools as part of a "No Wrong Door" approach to housing services. Partners also adhere to Region 5 Policies and Procedures which provide detailed instructions related to client characteristics determining program eligibility, diversion, record-keeping, processes, reporting, and eligible activities. Please refer to the Uniform Diversion Policy and Barrier Assessment Questions included below as an Appendix for more information.

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In Geauga County, WomenSafe recognizes the importance of empowering clients and reducing barriers. One such way is by reducing lengthy shelter stays to ensure emergency beds are continuously available for survivors of domestic violence. To meet this diversion process, WomenSafe works with survivors residing in shelter to find affordable housing and jobs to ensure the survivor will be able to continue to live in an independent, safe home without returning to the abuser or returning to the emergency shelter (i.e. becoming homeless again). WomenSafe works with all survivors of domestic violence residing in the emergency shelter to secure affordable, safe, independent housing, however, the agency also screens survivors of domestic violence in the emergency shelter to see they are eligible for rental assistance. WomenSafe screens these clients based upon the criteria that they are survivors of domestic violence, currently homeless, and meet the income eligibility requirements.

If an individual does not apply for rental assistance, WomenSafe still works with survivors of domestic violence to secure affordable housing and provides additional support via the Aftercare Advocate and the Donations Coordinator. These two individuals assist clients with housing and financial needs by coordinating applications for funds, providing items donated by the community (furnishings, clothing, hygiene and food) initially and then providing linkages to additional service providers and referrals like 2-1-1. By providing this assistance to clients during the transition into independent housing that is safe and secure for them (and likely their children), WomenSafe firmly believes that the barriers as to why one would return to an unsafe environment are reduced. Additionally, anything that can be done to reduce the length of stay in the emergency shelter frees up beds for survivors of domestic violence continually seeking shelter.

In Lake County, Lifeline, Inc. has conducted extensive training with local service providers and published regular public service announcements reminding Lake County residents that 2-1-1 makes referrals to agencies that can help residents with most any need. Because this process has been in place in Lake County for more than 10 years and the general population is very familiar with 2-1-1. Lifeline's 2-1-1 operators take more than 40,000 calls each year. 2-1-1 operators help callers requesting a bed in our local shelter explore all the options/resources available to divert them from shelter, but often those resources can only delay the inevitable. Referrals to mental health providers, food banks, HEAP utility assistance, foreclosure prevention, legal aid, etc. are regularly made.

In Portage County, prevention assistance is only used for households that are truly imminently homeless. These are households that are doubled up living with family or friends and households that have been to eviction court and will become literally homeless within 14 days. Given the small size of the emergency shelter, diversion and prevention have been vital to re-house these households that would have ended up literally homeless without this intervention.

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4. Describe how individuals are assessed and prioritized for specific programs based on available inventory through the Region's coordinated entry process. Specifically address whether chronically homeless individuals and families, high barrier populations, and individuals entering from literal homeless situations are prioritized. Explain how the Region's coordinated entry system ensures that clients receive appropriate services.

Ashtabula County

Catholic Charities has "walk-in" days on Mondays, Wednesdays and Fridays, however, if homeless individuals come into the office on Tuesdays and Thursdays, they are a priority and would still be seen. Other agencies or 2-1-1 may refer by calling the program supervisor or a caseworker at any time.

All homeless providers, mental health providers, and other community organizations convene monthly for the purpose of meeting with all individuals who are currently staying, or have stayed, at the county's only homeless shelter. A caseworker from Catholic Charities visits the emergency shelter weekly to meet with residents.

Geauga County

At WomenSafe, the eligibility criteria for accessing this program is that the individuals or families must be survivors of domestic violence, be currently homeless, and meet the income eligibility guidelines. WomenSafe requests income verification for all clients who receive services. There are no persons that are automatically ineligible for this program until income has been verified. WomenSafe's proposed project will work with survivors of domestic violence, who are currently residing in the emergency shelter or are in immediate danger of becoming homeless due to the violence that is occurring in their homes. Those in shelter are homeless by their residence at the shelter. Those who are in immediate danger of becoming homeless have often left the abusive home to reside temporarily with friends or family and have been guaranteed only a limited stay of a few days with these individuals. Without assistance, they would ultimately become homeless since there is an immediate safety risk to those that they are residing with and many are required to enter the emergency shelter in order to keep themselves safe.

Lake County

In Lake County, 2-1-1 provides the initial assessment done with all callers requesting emergency shelter. Callers are screened for veteran status first with those who can be diverted being referred to the Lake County Office of Veterans Services for help. Those who are not veterans, are assessed to see if they are eligible for PRC funds, utility assistance via HEAP, security deposit/first month rent assistance via HOME funds, etc. – all part of our local diversion process. Those we are unable to divert tend to be individuals and families that are literally homeless and the hardest to serve, all of whom receive reservations for available beds at Project Hope for the Homeless. Given that 70+ % of the clients sheltered at Project Hope have mental health diagnoses and/or substance abuse issues, it is clear that our system does prioritize those who are literally homeless and hardest to serve.

Portage County

At Family & Community Services, diversion and pre-entry case management have been implemented through both Miller Community House and Housing and Emergency Support Services. This includes identifying and prioritizing households that are literally homeless, chronically homeless, and fleeing domestic violence. Through regular and monthly staff

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meetings, all housing program staff are aware of available inventory in order to ensure rapid service coordination.

Coleman Professional Services utilizes these funds to assist homeless families and individuals coming from the streets, a shelter, or place unfit for human habitation. Coleman prioritizes services for chronically homeless and hard to serve populations, providing appropriate supportive services, and coordinating with other community agencies in the area. Individuals that indicate that housing is an obstacle when completing a diagnostic assessment to be enrolled into services at Coleman are referred to the Residential Placement Coordinator who assists them with finding housing, securing services, and, when appropriate, applying for benefits.

Trumbull County

Individuals who present as homeless are given priority for appointments with the HCRP intake staff at Humility of Mary / Emmanuel Community Care Center. During that appointment, using the coordinated assessment and intake tools as well as the barrier assessment tool, chronically homeless and hard to serve persons are identified and assessed for appropriate housing. Housing options are identified and potential barriers to each option are discussed. Early identification of high risk homeless individuals is essential in order to place individuals and families in appropriate housing within 30 days. Case managers refer clients for additional services as needed and meet with individuals on a monthly basis to assess their need for ongoing assistance. In addition case managers work directly with the emergency shelters to identify individuals at highest risk.

As the contract agency for the Trumbull County Mental Health and Recovery Board, Coleman prioritizes the HCRP funds for transitional youth ages 18-26 experiencing chronic homelessness. Collaborating with additional resources in the community allows Coleman to address the need of this hard to serve population.

5. Describe how the applicant coordinates with partner agencies in the provision of Housing Stability services. Include how clients access the program and whether the applicant or partner agencies conduct client intake, provide services and complete housing and lead based paint inspections, etc. Explain how the applicant verifies client eligibility and the eligibility of expenses to be charged to the grant prior to payment.

Ashtabula County

Catholic Charities of Ashtabula County works closely with all of the other service providers in the county on a daily basis, and by regular participation in the Ashtabula County Housing Council. Additionally, all homeless providers, mental health providers, and other community organizations convene monthly for the purpose of meeting with all individuals who are currently staying, or have stayed, at the county's only homeless shelter. ACCAA/ACCHDO New Hope Program staff also participate in the Second Chance Citizen Circle, assisting ex-offenders with re-entry issues. Staff also visit Lake Erie Correctional Institution, a local prison, to provide information to inmates scheduled for release within the next 90 days.

A Catholic Charities' caseworker visits the emergency shelter weekly to personally meet with those residing at the shelter. The County's 2-1-1 is often the point of contact for those seeking housing assistance, and makes appropriate referrals. The County utilizes a "no wrong door" approach and intakes may be done at a several providers. The County utilizes a common

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intake, barrier assessment and diversion tool.

Catholic Charities of Ashtabula County collaborates with Ashtabula County Communication Action Agency to conduct habitability and lead inspections, as appropriate.

Based upon an intake and assessment, caseworkers are responsible for determining client eligibility and ensuring that the files meet all compliance requirements including allowable expenses, income eligibility, inspections, and leases. To obtain the highest level of compliance, caseworkers utilize housing files with tabs and checklists. Prior to the Agency expending financial resources, the file is submitted to a supervisor for further audit and review.

Housing stability has been defined by New Hope - Ashtabula County Community Action Agency as occurring when clients served can maintain housing on their own, without a rental subsidy. When clients enter our program, we use various tools to capture where they are in relation to being or becoming self-sufficient and independent. Questionnaires, matrices and self-assessments are utilized during each initial in-person assessment to qualify New Hope applicants and determine their eligibility and desire to become program participants. In order to be qualified for our program, each applicant must meet housing status and income eligibility requirements.

When applicants are enrolled in New Hope, referrals to other, local agencies are made based on the needs of each client. Whether clients who enroll in our program need assistance with security deposit, first month's rent, or access to supportive services such as food stamps, health insurance or day care, we help clients coordinate services and action steps with other agencies to shorten timeframes and streamline processes.

Once enrolled in our program and while working with partner agencies, our clients are tasked with identifying housing. Once identified, our office coordinates a lead-based paint and housing inspection with the client and landlord. If the housing unit passes inspection, a lease, family services contract and housing assistance payment agreement is signed by all parties. Every 30 days, clients are expected to appear in-person and complete income verification. This process includes a review of all payroll documents (if applicable), short and long term action steps and goals, and attendance in our 12 Empowerment Workshop.

As explained during the in-person assessment, each client is responsible for 30% of their income towards their rent if employed when entering the program or for any client who becomes employed while in our program. If any client fails to complete any portion of our income verification process, they are subject to warning letters and potential program termination.

Geauga County

WomenSafe is actively involved in collaboration boards and committees that help address homeless and housing stability issues for domestic violence survivors. For example, WomenSafe is involved in the Geauga County Domestic Violence Task Force. These partnerships include representatives from mental health centers, such as Ravenwood, but also partnerships with representatives from housing authorities, such as the Geauga Metropolitan Housing Authority. The partnership with the Geauga Metropolitan Housing Authority helps ensure that the survivor's housing issues are met. To verify client eligibility, WomenSafe utilizes the Barrier Assessment Questions. WomenSafe utilizes the client income sheets,

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source of income, and stability to determine how much each survivor will receive. However, WomenSafe ensures that each survivor eligible will receive funding for a security deposit and first month's rent. A survivor can receive funding for the second month's rent if participating in the aftercare program and a need is observed. To participate in the rental assistance program, WomenSafe provides the 24-hour support and crisis management hotline (COPEline). COPEline is provided for any survivor to call to access support services and the emergency shelter and to arrange intake to the shelter if requested.

Lake County

In Lake County, Lifeline, Inc. works directly with Project Hope for the Homeless (emergency shelter), Forbes House (domestic violence shelter) and Extended Housing, Inc. who does homeless outreach and manages the PATH program. By only accepting referrals to the HCRP rapid rehousing program from these three sources, Lifeline is assured that the client is literally homeless and that their homeless status is well documented. At intake, Lifeline's case manager reviews all income documentation provided by the client including copies of bank statements showing direct deposit amounts for SSI/SSDI income and for any earned income. The case manager always requires third party documentation for income from such sources as employment, TANFF, child support, alimony, etc. Copies of this documentation are maintained in the clients' hard copy files. Housing and lead based paint inspections are performed by Lifeline's Housing Coordinator who also manages their Security Deposit Program funded via Lake County's Home Investment Partnership Program (HOME) funds. These inspections are done promptly and thoroughly with results included in the clients' files.

Once the client's eligibility is confirmed and the individual is entered into the HCRP Rapid Rehousing program, the case manager documents a plan that includes information on what financial assistance will be provided and for how long. These proposed expenses are reviewed for eligibility and approved. These projected expenses for all clients are then documented in an Excel spreadsheet that tracks projections and eliminates any danger of over/under spending the allocated funding. Any variation from this initial plan is discussed with the Program Manager to ensure it continues to meet guidelines. Before expense reimbursements are submitted to Coleman Professional Services, the Region 5 Lead Agency, the Lifeline Program Manager again reviews all actual expenses and the supporting documentation to be sure no ineligible expenses are included in the reimbursement request.

Portage County

Diversion and pre-entry case management is implemented at both Family & Community Services and Coleman Professional Services. This includes identifying local resources that can support the household and prevent shelter entry or facilitate shelter stays if emergency shelter is necessary. There is programming that provides mental health and substance abuse services, which improves access for homeless clients and an employment service designed to facilitate employment options for hard-to-serve populations. All unemployed homeless households served are enrolled in this program at shelter entry. In addition, case management staff coordinates closely with the Department of Job and Family Services, Townhall II, and other local resources to support households to achieve stability.

Family and Community Services HCRP staff conducts client intake, verifies client eligibility, provide services, complete inspections, etc. Client files are reviewed by Coleman to ensure client eligibility and eligibility of expenses.

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Trumbull County

Trumbull County Transitional Youth (TCTY) receives referrals from other agencies in the community, usually from the case manager or counselor. Referral paperwork includes:

- Homeless verification form as defined by HUD, also a letter from other agency verifying homelessness.
- Verification of disability completed by a health professional with the appropriate credentials (MD, DO, LPCC-S, LCSW, APRN-BC, NP)
- Verification of services that client is in mental health or substance abuse services.

After receiving referral, TCTY contacts client for initial intake assessment which includes, Barrier assessment, Interview assessment, income verification form, budget expense review, HMIS intake, and release of information for supporting agencies.

Referral and assessments are reviewed TCTY and eligibility is verified by assessment tools. If eligible, Client is contacted to for review of rent limits and program rules and requirements. Client and partnering agency find suitable housing. Inspection and lead paint inspection is completed by HQS inspector. Client signs lease, HAP contract is entered into with landlord and applicant.

6. Describe how the Region is maximizing the use of rapid re-housing funds. Specify whether the Region's Housing Stability Program has any program restrictions preventing homeless persons from accessing rapid re-housing such as high sustainability requirements. If applicable, describe the steps the Region is taking to reduce those restrictions and maximize the number of persons accessing rapid re-housing. If the Region has areas that are not served by an emergency shelter, explain how the Region is identifying persons in those areas that are literally homeless and targeting homeless prevention funds to those most likely to end up homeless such as doubled up families.

The goal of Region 5 is to utilize Rapid Rehousing funds effectively by working to remove barriers which would prevent homeless persons from accessing available resources. As a result, the Region will, as much as possible, employ Housing First best practices. The Region 5 partners will continue to work closely with emergency shelters and other entities who encounter homeless persons to ensure that they are housed as quickly as possible. Based upon assessment and ongoing evaluation, Rapid Rehousing will be utilized to assist as many households as resources permit.

All partners are active in their respective county continuums of care where much collaboration takes place to seek appropriate services once housing is established. Homeless persons will be linked with other community services, such as employment assistance, education, training, physical, mental, and/or chemical health services, child care, transportation assistance or legal services.

For many of our counties, there is a barrier to find landlords that are willing to rent to households that have little to no income, poor credit history, criminal backgrounds, and history of rental evictions. Given this barrier, housing staff continue to outreach to landlords to engage them to help these households that are most in need in their communities in order to maximize rapid re-housing assistance. Agencies will continue to try to develop and strengthen landlord relationships. In Portage County, for example, the Housing Services Council is working to develop a Landlord Coalition that we anticipate will increase the pool of

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participating landlords by facilitating increased communication, providing opportunities for sharing information and lessons learned, and engaging in problem solving related to rental housing.

7. Describe the type of level of services provided to ensure that households served secure and/or maintain permanent housing. Projects that are requesting more than 30% of their homelessness prevention and/or rapid re-housing request for supportive services must explain why the population served needs a high level of services.

Operating with a No Wrong Door Policy, housing staff engage and assess households at the front door in order to triage them to the housing program of their choosing and one that would best serve their needs. At times, resources are not immediately available and assistance is provided to get the individual or family on the right waiting list with referrals to transitional, veteran, or permanent supportive housing; applications for public housing and vouchers; lists of landlords; and job sources. Households are also referred to financial assistance, employment, and counseling programs to aid in housing stability as appropriate.

8. For calendar year 2014, show the number of households and/or persons who exited emergency shelter with rapid re-housing assistance. For persons who exited shelter using rapid re-housing assistance, include the number of persons referred from each emergency shelter and the number of those persons who receive rapid re-housing assistance (for each emergency shelter).

Number of Individuals Exiting Emergency Shelter with Rapid Rehousing Assistance in 2014	
Organization	# Individuals
Ashtabula County Community Action Agency	21
Catholic Charities of Ashtabula County	19 ²
Coleman Professional Services (Portage)	52
Emmanuel Community Care Center (Trumbull)	39
Family & Community Services (Portage)	19 ³
Lifeline, Inc. (Lake)	52
Trumbull Transitional Youth	29
WomenSafe (Geauga)	15

In Geauga County in 2014, WomenSafe served 304 households (711 individuals). This shows the high priority of an emergency shelter, rental assistance to these homeless survivors of domestic violence, and the need for an Aftercare Advocate and Donations Coordinator. Although not all of these individuals utilized rental assistance, they did utilize donations to furnish their new homes and also aftercare services to assist with stabilization in their new housing decreasing the likelihood they would become homeless again.

In 2014, 9 households (all of these individuals resided in the emergency shelter) have been assisted with rapid re-housing funds. This also represents a significant number of households that are remaining stable in their new housing. However, given the trauma that survivors of domestic violence have experienced, the increased stability has necessitated longer stays in

² Catholic Charities of Ashtabula County also served 8 individuals from places not meant for human habitation.

³ Family & Community Services also served 8 individuals from places not meant for human habitation.

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the emergency shelter. The stays have increased from 28 days to 35 days on average for each household. However, this has allowed for increased provision of counseling services and an increase in supporting the survivors while in shelter, which has then resulted in increased rates of overall household stability.

The lack of available affordable rental units continues to be a difficult challenge. In Geauga County, reports from HUD indicate that there are 4,893 housing units available and that families should spend no more than 30% of their income on rent. That being said, the average size of a family residing in the emergency shelter is three person and the 2015 extremely low-income limits in Geauga County is \$20,090 for a household of three. Taking 30%, the family should spend no more than \$6,027 per year or \$502.25 per month on rent. This reduces the size of available households making it incredibly difficult to locate affordable rental housing within the county as the average rent is \$783 a month and 14.3% of the available housing is classified as rental households. WomenSafe has creatively worked to solve these solutions by working with landlords to reduce rent, helping to locate affordable housing in neighboring counties that will meet a family's needs, etc.

9. Based on the data entered in the Performance – Historical tab in OCEAN, explain any situations in which the project did not meet the appropriate entitlement or Ohio Balance of State Continuum of Care's performance targets. Include with the explanation the relevant performance standard(s), the Continuum's goal(s) and project's actual performance.

Region 5 did not meet the goal for Earned Income at Exit. The BOSCOG goal is 15% and the results at the regional level are 13%. Just as we struggle as providers to find housing for our clients in a competitive environment where landlords have a ready supply of potential applicants and often do not accept clients with no income, our region also struggles to find employment for those we serve in a similarly competitive environment. We will discuss strategies that we as a region can implement in order to improve our performance related to Earned Income.

Please see the footnotes for a couple of notes about our Performance Measure reporting⁴ and data.⁵ Also, please bear in mind that one of our partners is a domestic violence shelter and does not participate in the regional HMIS. We have added the WomenSafe APR to the application as an attachment.

⁴ The OCD report that is generated from our online application mistakenly labels the "Performance – Historical" section that is clearly marked Rapid Rehousing when viewing online as Homelessness Prevention.

⁵ Region 5 met the goal for Rapid Replacement with an average of 15 days. Because this is a new measure for which we began collecting data in October, however, our number is just based on the final quarter of 2014. In addition, 2 partners were unable to pull accurate data for this measure. Given that our region was well below the continuum goal, however, it is unlikely that additional data would have resulted in a number that did not meet the continuum goal.

BOSCO Region 5

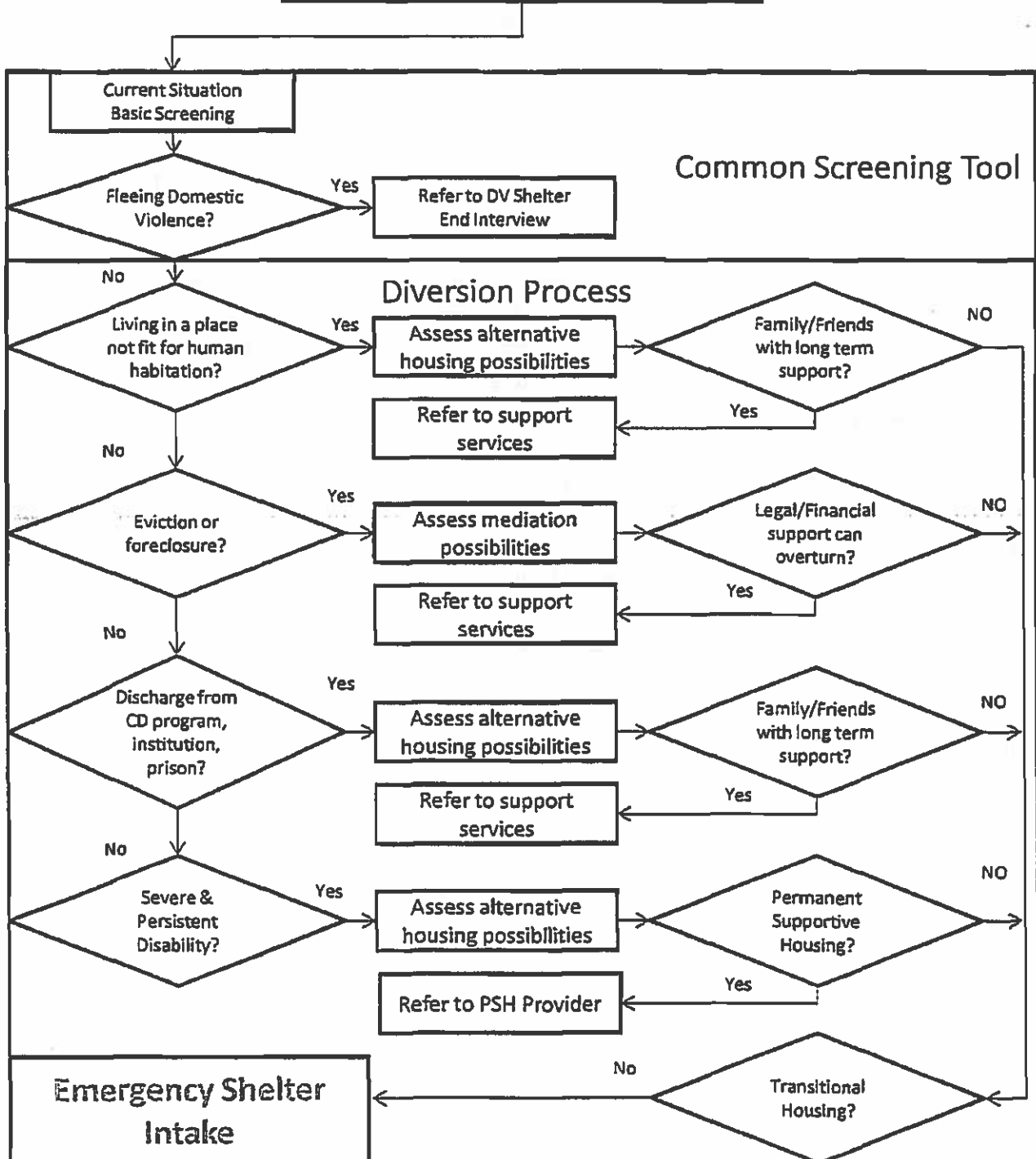
Uniform Diversion Policy

The Balance of State Region 5 will use a coordinated diversion tool and believes that diversion is a necessary part of the process to end homelessness. This diversion tool will be used when a household is identified as having the ability to avoid entering a shelter.

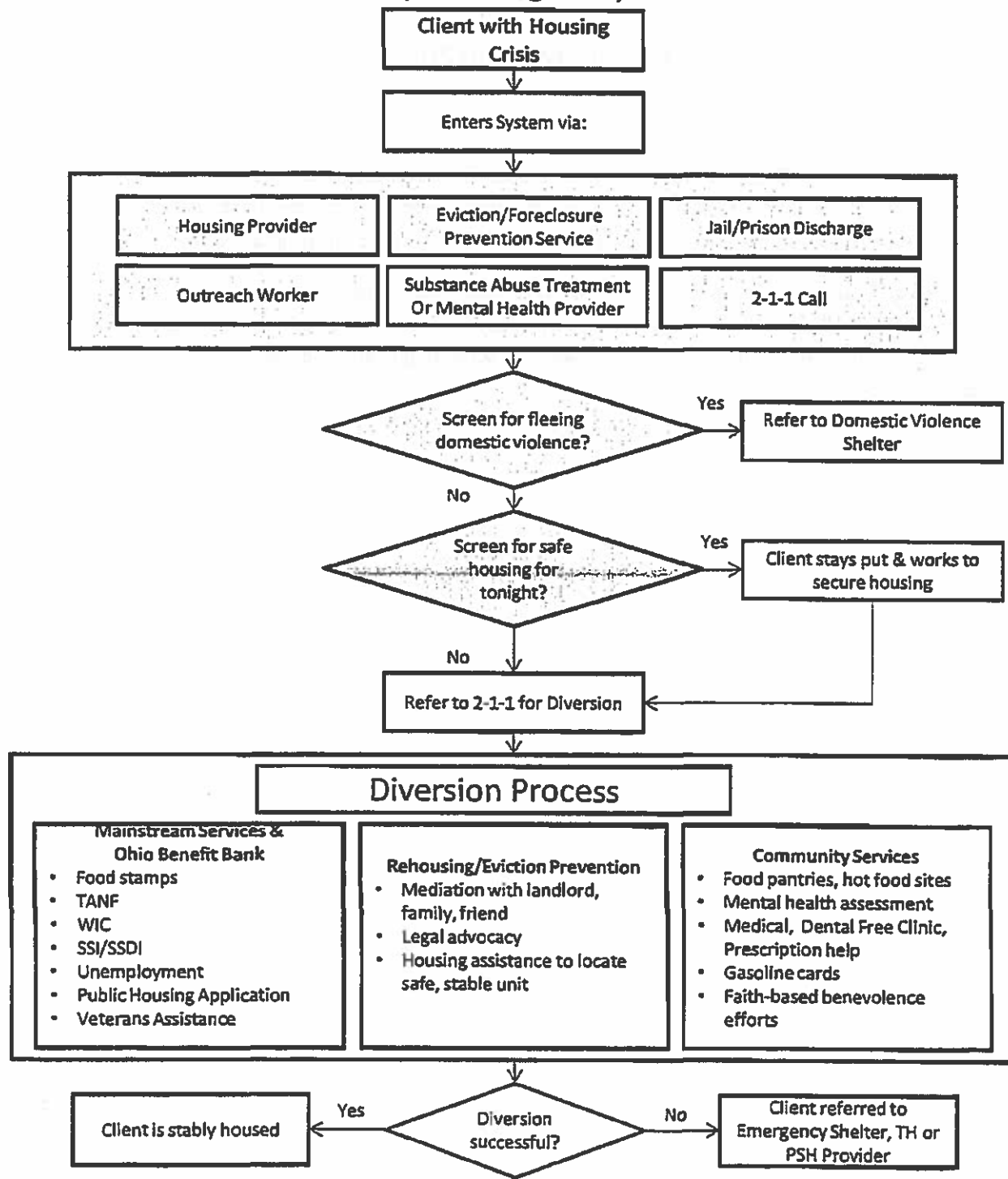
Region 5 will use a “No Wrong Door” approach to help those households experiencing a housing crisis. All local organizations that may encounter such households will participate in our regional meetings and agree to implement the screening tool and diversion tool as appropriate.

**Proposed Diversion/Coordinated Intake Process
(No Wrong Door)**

Housing Crisis Reported



High Level Outreach/Diversion Flowchart (No Wrong Door)



HOMELESS CRISIS RESPONSE PROGRAM

Region 5 Policies and Procedures

Background

The Homeless Crisis Response Program (HCRP) is designed to provide financial assistance and services to prevent individuals and families from becoming homeless (homelessness prevention), or to help those who are experiencing homelessness to be quickly re-housed and stabilized (rapid re-housing).

Persons defined as homeless under categories 1 & 4 are eligible for Rapid Re-Housing assistance. Persons defined as homeless under categories 2, 3 & 4 are eligible for Homeless Prevention assistance. The difference is that persons receiving prevention assistance are housed at the time they begin receiving HP assistance, and persons receiving rapid re-housing assistance are homeless at the time they begin receiving assistance.

By January 2013, all balance of state counties will be regionalized and guided by a Homeless Services Coordination Plan to fulfill the requirements of the HCRP through the Ohio Department of Development. Region 5 is comprised of Ashtabula, Geauga, Lake, Portage and Trumbull Counties. Region 5 will convene a regional homeless planning group, create a Regional Homeless Services Coordination Plan and will be submit one application for ODOD housing funding opportunities.

Note: The Homeless Definition was effective January 4, 2012.

Rapid Re-Housing Assistance Eligibility “Homeless”

Rapid Re-housing is available for persons who are homeless according to HUD’s definition, Categories 1 & 4. The short-term and medium-term assistance is intended for households who have barriers to housing, but who are likely to sustain housing after the subsidy ends. The purpose of the HCRP rapid re-housing funds is to assist eligible program participants to quickly obtain and sustain stable housing.

Rapid Re- Housing	Goal: <ul style="list-style-type: none">• To transition people out of homelessness quickly.• To directly decrease overall number of homeless persons in shelters and on streets.
	No income requirement
	No appropriate subsequent housing options have been identified.
	Participant must meet Category 1 or 4

Individuals and families who meet one of the following criteria for defining Homeless, along with the above-mentioned minimum eligibility requirements are eligible under the rapid re-housing portion of HCRP:

Category 1	Literally Homeless	An individual or family who lacks a fixed, regular, and adequate nighttime residence, meaning: <ul style="list-style-type: none"> i. Living at place not meant for Human Habitation (car, park, bus, airport); ii. Living in a shelter, transitional housing and hotels or motels paid for by charitable or government programs; or iii. Individual exiting institution, that resided there 90 days or less and lived in a shelter or place not meant for human habitation immediately before entering that institution.
Category 4	Fleeing/Attempting to Flee Domestic Violence DV	Any individual or family who: <ul style="list-style-type: none"> • Is fleeing or is attempting to flee domestic violence, dating violence, sexual assault, stalking or other danger or life-threatening conditions that have either taken place within the primary nighttime residence or has made them afraid to return to that residence or has made them afraid to return to that residence; • Has no other residence; and • Lacks the resources or support networks (e.g., family, friends, and faith-based or other social networks) to obtain other permanent housing.

Homelessness Prevention Eligibility:

It is often challenging to identify persons who are housed but have a very high risk of becoming homeless. There are many people who are housed and have great need but would not become homeless if they did not receive assistance. HCRP Prevention assistance funds are to be targeted to those individuals and families at risk of becoming homeless under Categories 1, 2 and 3. Also served through these funds are individuals and families defined in the homeless definition under Categories 2 and 4. The defining question as to whether or not a household qualifies for HCRP Prevention assistance is, “Would this individual or family be homeless *but* for this assistance?” The answer must be “yes” and supporting evidence must be documented in the client file.

In order to receive homeless prevention financial assistance or services funded by HCRP, all program participants must meet the following minimum criteria:

Homeless Prevention	Goal: Prevent moving into shelter/uninhabitable place and to regain stability.
	Participant must be “at risk of homelessness” under Category 1 , 2 or 3
	Income below 30% AMI
	Insufficient financial resources or support networks to prevent homelessness.
	No appropriate subsequent housing options have been identified.
	The household lacks the financial resources and support networks needed to obtain immediate housing or remain in its existing housing.

Individuals and families defined as At Risk of Homelessness under the following categories are eligible for assistance:

Category 1	Individuals and Families	<p>Individuals and families:</p> <ul style="list-style-type: none"> • Annual income below 30% • Lack sufficient resources or support networks to prevent literal homelessness; AND • <u>Meet at least one of the following seven conditions:</u> <ol style="list-style-type: none"> 1. Moved two or more times due to economic reasons in 60 days prior to application 2. Living in another’s home due to economic hardship 3. Losing housing within 21 days of application 4. Living in hotel/motel NOT paid by charitable or government program 5. Living in severely overcrowded unit (more than 2 people in SRO/efficiency or in larger housing more than 1.5 persons per room) 6. Exiting publicly funded institution or system of care 7. Lives in housing associated with instability and increased risk of homelessness, per recipient Consolidated Plan.
Category 2	Unaccompanied Children and Youth	<p>Unaccompanied children and youth:</p> <ul style="list-style-type: none"> • Does not include children/youth who qualify under the homeless definition • Does not include parents or guardians • Regulations included the list of applicable other federal statues
Category 3	Families with Children and Youth	<p>Families with children and youth:</p> <ul style="list-style-type: none"> • Children /youth who qualify under the Education for Children and Youth program (§725(2) McKinney-Vento Act) and the parents or guardians that child/youth if living with him/her.

Individuals and families that fall under the homeless definition can be served through prevention funds under the following categories:

Category 2	Imminent Risk of Homelessness	<p>Individuals and families:</p> <ul style="list-style-type: none"> • Annual income below 30% • AND • Who will imminently lose their primary nighttime residence provided that: <ol style="list-style-type: none"> 1. Residence will be lost within 14 days 2. No subsequent residence has been identified 3. Lack sufficient resources or support networks to prevent literal homelessness;
Category 4	Fleeing or attempting to flee domestic violence	<p>Any individual or family who:</p> <ul style="list-style-type: none"> • Is fleeing or is attempting to flee domestic violence, dating violence, sexual assault, stalking or other danger or life-threatening conditions that have either taken place within the primary nighttime residence or has made them afraid to return to that residence or has made them afraid to return to that residence; • Has no other residence; and • Lacks the resources or support networks (e.g., family, friends, and faith-based or other social networks) to obtain other permanent housing.

- The household must be **below 30%** of the Area Median Income (AMI). Please refer to the appropriate year's Area Median Income limits. Income limits are updated annually and new limits should be utilized when released. Income limits are available on HUD's website at <http://www.huduser.org/DATASETS/il.html>. Income eligibility must be documented in the client file.

Recordkeeping, Process and Reporting

Caseworkers must provide evidence of homeless prevention and homelessness by way of the following:

1. Intake and certification forms for all persons seeking assistance.
2. Documentation of annual income.
3. Certification that participant has insufficient financial resources and support networks.
4. Most reliable evidence to show lack of resources/support network is source documentation.

Any household provided with financial assistance through HCRP must have at least an initial consultation with a case manager or other authorized representative who can determine the appropriate type of assistance to meet their needs. Persons ineligible for HCRP should be referred to the appropriate resources or services provider that can assist them.

Third Party Documentation for certification and income verification

- Source Documentation – Original documentation from a third party, official communication on letterhead or statement template
Examples – Termination of employment letter
Social Security Administration letter
Eviction Notice
Statements – paystubs, bank/checking statements
- Written – Official communication issued on agency stationery or program template. Signed and dated by appropriate representative of third party. Letters should share clients living situation and/or economic hardship. Example: Letter from a case manager, service provider, friend/family member, employer
- Oral – Statement from the client and recorded by caseworker.
- Source documentation is most preferred for third party documentation.

Income Inclusion/Income Documentation

Type of Income	Examples of acceptable documentation
Wages & Salary (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Oral 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Payment Statement, statement of income from employer/source income
Self-employment & Business Income (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Most recent financial statement
Interest & Dividend Income (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Most recent interest or dividend income statement
Pension/Retirement Income (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Oral 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Most recent benefit notice, pension statement or other payment statement from pension provider
Unemployment & Disability income (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Oral 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Most recent benefit or disability income notice from SSI, statement from SSI
TANF/Public Assistance (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Oral 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Most recent benefit or income notice or statement from public assistance administrator
Alimony, Child Support & Foster Care Income (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Oral 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Court Order Cancelled checks
Armed Forces Income (initial/recertification) <input type="checkbox"/> Written 3 rd Party <input type="checkbox"/> Oral 3 rd Party <input type="checkbox"/> Self-declaration & brief explanation	Payment statement Statement of income from government official/agency
No Income (initial/recertification) <input type="checkbox"/> Self-declaration & brief explanation	

Client File

It is the responsibility of each agency to maintain appropriate records to document, respective to their agency, all client interaction while enrolled in the program and years subsequent as required by law. Client files can, but are not limited to, contain intake/assessment/screening forms, signed release(s) of information, case management notes, signed verification forms, and payment remittance.

When assessing and assisting a client:

- Households should be reasonably expected to maintain housing stability following receipt of assistance.

- HCRP funds cannot be provided to eligible individuals or families for the same period of time and for the same cost types that are being provided through another federal, state, or local program. Note : A household receiving an ongoing rental subsidy cannot receive HCRP rental assistance. Example: First month's or current rent for subsidized housing.
 - NOTE: HCRP assistance can be used to help pay for up to six months of arrears if the arrearage is a factor in the potential homelessness. The payment of arrears is eligible because it represents a different period of time.
- Clients receiving one "type" of assistance under another program may be eligible for other types of HCRP assistance, as long as they are not also receiving that "type" of assistance through another source.
- Payments must not be made to program participants, but only to third parties, such as landlords or utility companies.
- The amount of the assistance must be the minimum amount needed to prevent the client from becoming homeless.

Eligible Activities

- Rental Assistance: - up to 24 months during any three year period.
 - Short-term rental assistance (1-3 months). If a household receives short-term assistance and then needs additional assistance, they are eligible to do so as long as they are certified as eligible for the additional assistance.
 - Medium Term Rental Assistance – greater than 3 months, less than 24 months
 - Must be in compliance with HUD's standard of rent reasonableness/fair market rent.
 - Rental assistance may not be used to provide financial assistance or services in any units that are owned or operated by a sub-grantee or sub-recipient.
 - A lease must be in place and the program participant must be on the lease in order to use HCRP funds for rent.
 - Families or individuals who are precariously housed (ie. doubled-up with family or friends) may be eligible for prevention assistance is determined that they would be "homeless but for this assistance" and they meet all other HCRP eligibility criteria.
- Rental Arrears (Late payments):
 - Assistance may be used to pay up to (one time) six month of rental arrears regardless of when they were incurred, provided that the existence of the arrears prevents the participant from obtaining housing including any late fees.
 - Rental Assistance Agreement – owner must give a copy of any notice to the participant to vacate the housing unit to agency. This is in addition to the rental agreement between landlord and tenant.
 - Arrears may be paid if the payment enables the client to remain in the housing unit for which the arrears are being paid or move to another unit.
 - Any arrearage paid must be included in determining the total period of the program participant's assistance, which may not exceed 24 months.

- Rental arrears can be paid on behalf of a person receiving a subsidy from another public program because it represents a different time period and cost type than the rental subsidy (ie. the arrears represent a back payment of the client portion, and the current rental assistance is a forward payment).
- HCRP funds may be used to pay for late fees associated with rent arrears, as long as the payment enables the program participant to remain housed or become rehoused.
- Deposits:
 - Security deposits. A lease must be in place and the program participant must be on the lease in order to use HCRP funds for a security deposit. Therefore, assistance could not be provided to an individual renting from a friend or relative if a legal lease is not in place.
 - Utility deposits. The program participant or a member of his/her household must have an account in his/her name with a utility company.
- Utility Payments:
 - Assistance for up to 24 months of utility payments, including up to six months of utility payments in arrears.
 - HCRP funds may be used to pay for late fees associated with utility arrears, as long as the payment enables the program participant to remain housed or become rehoused.
 - The program participant or a member of his/her household must have an account in his/her name with a utility company or proof of responsibility to make utility payments, such as cancelled checks or receipts in his/her name from a utility company.
 - Utilities eligible for assistance are: heat, electricity, water, sewer and garbage collection. Telephone and cable services are not eligible.
- Moving Cost Assistance:
 - Reasonable moving costs, such as truck rental, hiring a moving company or short-term storage fees for a maximum of three months or until the program participant is in housing, whichever is shorter.
- Motel and Hotel Vouchers:
 - Reasonable and appropriate motel and hotel vouchers for up to 30 days, if no appropriate shelter beds are available and subsequent rental housing has been identified, but is not immediately available for move-in by the program participants.

Financial Assistance

Region 5 financial assistance will usually not exceed \$3,000 per household, however, this amount may be adjusted based upon client need and circumstance. Documentation supporting the decision must be placed in the client file.

Clients may be expected to pay a portion of any financial assistance. The client portion will be determined by the caseworker, and based upon ongoing client assessments.

Re- Evaluations/Certification/Follow-up

- Homeless Prevention – at entry and every 3 months after entering program.
- Rapid Re-Housing – at 90 days after entering program and every 3 months after
- 6 month follow up after client is exited as appropriate

Inspections

- Any financial assistance through HCRP requires a Habitability Inspection.
- Housing constructed prior to 1978 and occupied by families with children under the age of six or where a pregnant individual is in the household must have a visual lead inspection conducted by a HUD-certified Visual Assessor.
- Client cannot move into the new household until the housing inspection is completed and passes inspection
- The HUD-certified Visual Assessor will contact the landlord to schedule an inspection time.
- The results of the inspection are submitted to the Agency.
- If the inspection fails, the landlord is notified of the findings and the need for any corrective action.
- If the landlord refuses to take corrective action, the agency cannot assist the client with that unit.
- HCRP funds used for rental assistance to place a homeless household into housing or to move a household to different housing must have a housing inspection conducted. Please refer to and utilize HCRP *Housing Habitability Standards Inspection Checklist*. Completed checklist should be placed in client file.
- If the participant is receiving medium-term assistance for longer than 12 months, an inspection must be conducted annually.
- If a new family moves into the same unit, a new inspection must be conducted.
- If a program participant is moving into a unit and using another subsidy program that requires an inspection, staff from the other program may conduct the inspection, as long as they follow the HCRP standards. Example: Local housing authorities.

Housing Relocation and Stabilization Services “Service Costs” Eligible Activities

(All eligible HCRP activities must be directly related to housing)

- Housing Stability Case Management - Arrangement, coordination, monitoring, and delivery of services related to meeting the housing needs of program participants and helping them obtain housing stability.
- Outreach and Engagement - Services or assistance designed to publicize the availability of programs to make persons who are homeless or almost homeless aware of these and other available services and programs.
- Housing Search and Placement - Services or activities designed to assist individuals or families in locating, obtaining, and retaining suitable housing. Activities which may be included are tenant counseling, assisting individuals and families to understand leases, securing utilities, making moving arrangements, representative payee services concerning rent and utilities, and mediation and outreach to property owners related to locating or retaining housing.
- Credit Repair - Services that are targeted to assist program participants with critical skills related to household budgeting, money management, accessing a free personal credit report, and resolving personal credit issues.
- Mediation – to prevent the participant from losing housing.
- Legal Services – to resolve legal problem prohibiting participant from obtaining or losing housing.

Ineligible Activities

- Shelters
- Transitional housing
- Damage costs incurred in an apartment/home
- Child care
- Employment training
- Mortgage assistance, fees, taxes or other costs of refinancing
- Credit card bills or other consumer debt
- Car repairs
- Transportation or travel costs
- Food
- Medical or dental care
- Prescriptions
- Housing rehabilitation
- Clothing and grooming items
- Home furnishings
- Pet care
- Work or education related materials
- Entertainment activities
- Assisting persons in obtaining expungements and/or pardons of their criminal records
- Re-entry advocacy
- Helping persons obtain jobs
- Developing discharge planning programs in mainstream institutions such as hospitals, jails, or prisons
- Certifications, licenses, and general training classes for program participants or service providers
- Assistance to youth who are wards of the state

Terminating Client Services

Clients that have received more than a one-time assist and are not compliant with their action plan may be subject to termination of services. In the event the client's services are terminated, a letter is sent to the client explaining the reason(s) for the end of services. Clients may appeal the termination and their case will be reviewed to determine if the case will be reopened. Each agency will identify a contact person.

Homeless Outreach

All counties will work in collaboration with their shelters and/or PATH programs with regard to street outreach.

Auditing

All files will be available for auditing by the appropriate entity.

HMIS

All HCRP clients are entered in to the HMIS system when providing financial assistance. A unique id number is generated, recorded and noted on client's file and documents. HMIS Universal Data elements will be collected on the Region 5 Assessment form. Domestic violence shelters must maintain data in a comparable data base.

Agency Policy Compliance

In accordance with applicable regulatory bodies and local, state, and federal laws, each agency must maintain a Confidentiality Policy, Nondiscrimination and Equal Opportunity Policy, Financial Management Policy, and a Rent Reasonableness/Fair Market Value Policy. All HCRP practices must comply with each respective agency's policy on these topics.

HCRP BARRIER ASSESSMENT

Applicant Name: _____ DOB _____ DATE _____

Circle month in program: Initial 3 6 9 12

Is the household (HH) residing in this county? Y / N If no, refer to county of residence.
Is the total HH gross income below 30% of AMI? Y / N If no, not eligible for HCRP
A "yes" answer to the following 3 questions is required for the household to be HCRP eligible:
Does the household lack subsequent housing options? Y / N
Does the household lack financial resources needed to obtain immediate housing or remain in existing housing? Y / N
Does the household lack the support networks needed to obtain housing or remain in existing housing? Y / N

Eviction Assistance to maintain current housing (reassessments: refer to need at time of program entry)

<i>Risk Factors:</i>	<i>Y / N</i>
1. Does the HH have an eviction notice?	
2. Is the monthly rent more than 50% of the total HH income?	
3. At time of appointment, will the HH be more than 30 days behind in their rent?	
4. Has the HH received an eviction notice within the last 12 months? (do not include current instance)	
5. Are all employable adults in HH unemployed or have unstable income?	
6. Does the HH have 0 income?	
7. At least one employable adult HH member has gone through a 6 month period of time without work in the last 5 years?	
8. At least one adult in the HH has not obtained a GED or higher level of education.	
9. At least one HH member has had a housing subsidy taken away in the past?	
10. Is the current housing crisis related to a recent domestic violence situation?	
11. Does at least one adult HH member have a documented diagnosis or disability?	
<i>Total "Yes" Answers</i>	

Scoring:

1-5 = Level 1: Household can maintain housing on their own.

6-8 = Level 2: HCRP eligible. Level of assistance will be assessed.

9-11 = Level 3: Household needs more intensive services than what HCRP can provide.

Housing Assistance for the Homeless (reassessments: refer to need at time of program entry)	
<i>Risk Factors:</i>	Y/N
1. Is the household (HH) literally or imminently homeless?	
2. Has the HH received an eviction notice within the last 12 months?	
3. Are all the employable adults in HH unemployed or have unstable income?	
4. Does the HH have 0 income?	
5. In the last 5 years, at least one employable adult HH member has gone through a 6 month period of time without work?	
6. At least one adult in the HH has not obtained a GED or higher level of education.	
7. At least one HH member has had a housing subsidy taken away in the past?	
8. Is the current housing crisis related to a recent domestic violence situation?	
9. Does at least one adult HH member have a documented diagnosis or disability?	
10. Does at least one adult HH member have a condition that prevents them from working?	
11. Has at least one HH member been homeless more than 3 times in last 5 years?	
12. Is at least one adult HH member currently experiencing substance abuse or mental health issues?	
13. Does the HH have barriers to securing landlord recommendations?	
14. Does the HH have barriers to getting utilities turned on?	
15. Do any adults in HH have barriers to secure hsg due to criminal background?	
Total "Yes" Answers	

Scoring:

1-4 = Level 1: Household can secure housing on their own.

5-10= Level 2: HCRP eligible. Level of assistance will be assessed.

11-15= Level 3: Household needs more intensive services than what HCRP can provide.

Region 5 HCRP: Assessing Level of Assistance

The following graph is completed for every household scoring a 'Level 2' on the screening assessment. Levels of assistance are based on the number of risk factors identified for each household. Levels of assistance will generally correlate to where the majority of check marks are noted. A high number of check marks in the left columns will indicate a lower level of assistance and a high number in the right column will indicate a higher level of assistance.

	5-6	7	8-10
Assessment Score (✓)			
	0-1 identified	2-3 identified	4-6 identified
Weighted Risk Factors (✓) <ul style="list-style-type: none"> • Subsidized housing • Court-Ordered Eviction • Ex-Offenders • Elderly • Persons with Disabilities • Persons fleeing Domestic Violence 			
	High	Very High	Extremely High
Homeless Risk (✓) (i.e., staying in car; number of month's behind in rent)			
	Good	Fair	Poor
Housing History (✓) (i.e., prior homelessness or number of evictions.)			
Employment History (✓) (i.e., prior stable employment, poor work history, etc.)			
Income/Rent Ratio (✓) (Review budget)			

REGION 5 ~ HCRP Assistance Determination Form

Households must either be homeless or at-risk of becoming homeless without HCRP assistance. This requires grantees to determine and document three additional criteria:

1. No appropriate subsequent housing options have been identified;
2. The household lacks the financial resources to obtain immediate housing or remain in its existing housing;
3. The household lacks support networks needed to obtain immediate housing or remain in its existing housing.

Name: _____ Date: _____

No subsequent housing options have been identified:

Check any of the reasons why the applicant would not be able to remain in this housing:

- | | |
|---|---|
| <input type="checkbox"/> Time restricted/being discharged | <input type="checkbox"/> Eviction from landlord |
| <input type="checkbox"/> Being asked to move | <input type="checkbox"/> Can no longer afford |
| <input type="checkbox"/> Substandard/not safe | <input type="checkbox"/> Not getting along with roommate/family |
| <input type="checkbox"/> Other: _____ | |

Household lacks financial resources to obtain immediate housing or remain in existing housing:

Applicant's percentage of area median income ☐ under 30% ☐ Over 30% - not eligible

Has the applicant's income decreased in the last three months? ☐ yes ☐ no

Checking Account Balance: \$ _____ ☐ no account

Savings Account Balance: \$ _____ ☐ no account

Alternate Financial Resources:

Resource	Currently Receiving	If currently not receiving, is this resource available?
Section 8 Voucher	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Public Housing	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Percentage of Income Payment Plan Plus (PIPP +)	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Home Energy Assistance Program (HEAP)	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Winter Crisis Program – formerly E-HEAP	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Local Utility Company Assistance Program	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
PRC Funds (JFS)	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
SNAPS	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no
Other: _____	<input type="checkbox"/> yes <input type="checkbox"/> no	<input type="checkbox"/> yes <input type="checkbox"/> no

Are all adult household members employed? ☐ yes ☐ no

If no, is he/she currently looking for work? ☐ yes ☐ no

If no, why not? _____

Employment and Self-Sufficiency Resource Referrals

Resource	If currently not receiving, was referral made?
DJFS Portage Workforce One-Stop	<input type="checkbox"/> yes <input type="checkbox"/> no
Bureau of Vocational Rehabilitation	<input type="checkbox"/> yes <input type="checkbox"/> no
Employment Training Program	<input type="checkbox"/> yes <input type="checkbox"/> no
GED	<input type="checkbox"/> yes <input type="checkbox"/> no
Vocational/Trade School	<input type="checkbox"/> yes <input type="checkbox"/> no
Community College/University	<input type="checkbox"/> yes <input type="checkbox"/> no
Other: _____	<input type="checkbox"/> yes <input type="checkbox"/> no

**Household Lacks Support Networks Needed to Obtain Immediate Housing
Or Remain In Its Existing Housing**

Does the applicant have relatives that live nearby? ☐ yes ☐ no

Is the applicant able to stay with friends or relatives until he/she can secure housing
independently? ☐ yes ☐ no

Is the applicant able to ask relatives to live with him/her until they are able to stabilize current
housing independently? ☐ yes ☐ no

Resources/Options Assessment:

☐ Household lacks subsequent housing options

☐ Household lacks the financial resources needed to obtain immediate housing or remain in
existing housing

☐ Household lacks the support networks needed to obtain immediate housing or remain in
existing housing

Case manager deems that the household:

☐ does ☐ does not meet the assessment for HCRP

Each person signing below certifies that the person/household named above has been assessed for subsequent housing options, financial resources, and support networks to obtain or remain in housing and that all of the information provided above is true and complete, to the best of my knowledge. Fraud is investigated by the Department of Housing and Urban Development, Office of Inspector General, and may be punished under Federal Laws to include, but not limited to, 18 U.S.C. 1001 and 18 U.S.C. 641. I am aware that if either of these certifications is found to be false, I will be subject to criminal, civil, and administrative penalties and sanctions.

HCRP Applicant Signature: _____ Date: _____

HCRP Staff Signature: _____ Date: _____